



HUMAN RESOURCES/CIVIL SERVICE
155 DEER HILL AVENUE
DANBURY, CONNECTICUT 06810

(203) 797-4598
FAX (203) 796-1611

**CITY OF DANBURY ANNOUNCES A PROMOTIONAL EXAMINATION
FOR THE POSITION OF
DISPATCHER**

SALARY RANGE: \$72,549-\$78,940/ANNUALLY

LAST DATE FOR FILING APPLICATIONS

Applications must be on file at the Human Resources/Civil Service Office, City Hall, 155 Deer Hill Avenue, Danbury, CT 06810:

**WEDNESDAY, OCTOBER 9, 2013 NO EARLIER THAN 7:30 a.m., through
WEDNESDAY, OCTOBER 30, 2013- NO LATER THAN 6:00 p.m.**

RATING PROCEDURES:

Applicants who meet the minimum requirements and other criteria established by the Civil Service Commission will be rated according to their merit and relative fitness to perform the duties of the position.

EXAMINATION PROCESS:

The Civil Service Commission will review all applications received. At the discretion of the Civil Service Commission, the number of applicants admitted to the examination process may be limited to those applicants whose background and experience as stated on the application would indicate skills and qualifications of most immediate benefit to the department and the City of Danbury. The examination for this position will consist of the following parts:

<u>PARTS</u>	<u>WEIGHT</u>
WRITTEN EXAM	50%
ORAL EXAM	50%

Passing scores for each phase is 70%. A candidate who is denied entrance to an examination, or who is notified of a failing grade on any portion of an examination, has the right to a review and/or appeal of that portion of the examination process. All appeals must be made in writing to the Civil Service Commission office within 10 days of the mailing of the notice of results of the examination. Employees applying for a promotion position are not required to undergo a physical exam.

EXAMINATION DATES ARE AS FOLLOWS:

WRITTEN EXAM December 5, 2013
AND ORIENTATION: Time and Location to be announced

*ORAL EXAM: December 9, 2013
 Human Resources/Civil Service Department 155 Deer hill Avenue Danbury CT, 06810
 Times to be scheduled

*Please note: only those candidates with a passing score on the written exam will be eligible for the oral exam. All candidates will be notified of their score on the written exam in writing

NOTE: AS PER CIVIL SERVICE RULES AND REGULATIONS, IN ORDER TO QUALIFY FOR A PROMOTIONAL EXAM, CANDIDATES MUST HAVE SUCCESSFULLY COMPLETED THEIR PROBATIONARY PERIOD IN THEIR CLASS.

NOTE: In lieu of audio recording, all oral examinations will be videotaped.

APPLICATIONS: Applications may be obtained from the Human Resources-Civil Service Department, City Hall, 155 Deer Hill Avenue, Danbury, CT 06810. EEO/M-F

**DISPATCHER
FIRE DEPARTMENT
CITY OF DANBURY**

GENERAL STATEMENT OF DUTIES:

Individuals in this position are responsible for receiving all calls in a courteous and professional manner from the public for assistance, via 9-1-1 and the seven (7) digit telephone circuits in accordance with the regulations set forth by the State of Connecticut. They are responsible for the proper alerting, dispatching, and coordinating of responses of Public Safety Agencies, including direct dispatch of Fire and Emergency Medical Service units.

DUTIES AND RESPONSIBILITIES:

1. Operates as 9-1-1 dispatcher for the City of Danbury Fire Department.
2. Operates the 9-1-1 PSAP which includes the receiving of all emergency requests, proper alerting and dispatching the appropriate equipment, or transferring the request to the proper agency for their action.
3. Responsible for ensuring accurate recording of all information is completed in a timely manner on a variety of forms, logs, and computer screens as dictated by operational policies and procedures.
4. Responsible for all radio and telephone communications received or transmitted in a courteous and professional manner.
5. Responsible for receiving and routing telephone calls from the public and accurately assigning their requests for Police, Fire, EMS, or other allied public safety or city resources.
6. Must correctly alert and dispatch appropriate units and resources to Police, Fire and EMS, and other emergency incidents as required.
7. Must be accurate and timely in the utilization of the computer-aided and coordinating of public safety incidents.
8. Must provide proper radio communications and coordination and have the ability of transmission and retrieval of information through City and State computer networks.
9. Required to perform miscellaneous clerical work, maintain equipment, and general housekeeping of the PSAP and related areas.

MINIMUM REQUIREMENTS:

Knowledge/Skills/Abilities:

Must have a thorough knowledge of the Fire Department operations, its apparatus and a working knowledge of its equipment. Must have an understanding of the procedures of combined responses of career, volunteer and EMS units throughout the City. Must possess the ability to follow instructions, to work closely and harmoniously with others, to perform tactfully and proficiently under emergency conditions, and present a clear and understandable radio and telephone communications.

Experience and Training:

Completed five (5) years experience as a member of the Danbury Fire Department, and must successfully complete within one (1) year of appointment the State of Connecticut certified Telecommunication Course, or any other course(s) as required by the State of Connecticut.

Supervision Received:

Duties are performed under the supervision of the Communications Coordinator and responsible to the Fire Chief.

CITY OF DANBURY

Dispatcher Examination

Reading List

The written examination for this position will consist of approximately 100 multiple-choice questions taken from material contained in the following sources:

1. Essentials of Fire Fighting and Fire Department Operations, 6th edition, IFSTA, 2013
2. Essentials of Fire Department Customer Service, Alan V. Brunacini, 1st edition, IFSTA, 1996

PUBLISHER PHONE NUMBER & WEBSITE

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| 1. IFSTA | (800) 654-4055 | <u>www.ifsta.org</u> |
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**CITY OF DANBURY
CIVIL SERVICE COMMISSION**

APPLICATION FOR PROMOTIONAL EXAMINATION

Position applying for: _____

Social Security No.: _____

Name (Please Print): _____
*Last**First**Middle Initial*

Address: _____
*Street**City**State**Zip*

Telephone No.: () _____

Phone # where you can be reached between 9:00am & 4:30pm: _____

Present Position Title: _____ Department: _____

Your official Date of Hire: _____

Duties of present position: _____

Describe any previous experience you believe is directly related to the promotional position you seek: _____

Describe any previous education and/or training you believe is directly related to the promotional position you seek: _____

Signature

Date